

Attorney's Docket No. 062403.P002

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of:

Howard M. Lee

Application No.: Not Yet Assigned

Filed: November 25, 2003

For: AUDIO/VIDEO SERVICE  
QUALITY ANALYSIS OF  
CUSTOMER/AGENT  
INTERACTION

Examiner: Not Yet Assigned

Art Unit: Not Yet Assigned

Mail Stop Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Sir:

Enclosed is a copy of Information Disclosure Citation Form PTO/SB/08A together with copies of the documents cited on that form. It is respectfully requested that the cited documents be considered and that the enclosed copy of Information Disclosure Citation Form PTO/SB/08A be initialed by the Examiner to indicate such consideration and a copy thereof returned to applicant(s).

EXPRESS MAIL CERTIFICATE OF MAILING

"Express Mail" mailing label number ET 437871117 US

Date of Deposit: November 25, 2003

I hereby certify that I am causing this paper or fee to be deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450

Mark S. Peloquin, Esq.

(Typed or printed name of person mailing paper or fee)

Mark S. Peloquin, Esq.  
(Signature of person mailing paper or fee)

Nov. 25, 2003  
Date

Pursuant to 37 C.F.R. § 1.97, the submission of this Information Disclosure Statement is not to be construed as a representation that a search has been made and is not to be construed as an admission that the information cited in this statement is material to patentability.

Pursuant to 37 C.F.R. § 1.97, this Information Disclosure Statement is being submitted under one of the following (as indicated by an "X" to the left of the appropriate paragraph):

- X   37 C.F.R. §1.97(b).
- 37 C.F.R. §1.97(c). If so, then enclosed with this Information Disclosure Statement is one of the following:
- A statement pursuant to 37 C.F.R. §1.97(e) or
- A check for \$180.00 for the fee under 37 C.F.R. § 1.17(p).
- 37 C.F.R. §1.97(d). If so, then enclosed with this Information Disclosure Statement are the following:
- (1) A statement pursuant to 37 C.F.R. §1.97(e); and
  - (2) A check for \$180.00 for the fee under 37 C.F.R. §1.17(p) for submission of the Information Disclosure Statement.

Respectfully submitted,

PELOQUIN, PLLC

Dated: 11/25, 2003

Mark S. Peloquin, Esq.  
Mark S. Peloquin, Esq.  
Reg. No. 50,787

800 Fifth Avenue, Suite 4100  
Seattle, WA 98104-3100  
206-447-1336 telephone  
206-770-6562 facsimile

Substitute for form 1449/PTO

*(Use as many sheets as necessary)*

Sheet	1
-------	---

of	1
----	---

Application Number	Not Yet Assigned
Filing Date	November 25, 2003
First Named Inventor	Howard M. Lee
Art Unit	Not Yet Assigned
Examiner Name	Not Yet Assigned
Attorney Docket Number	062403.P002

[illegible]

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup> *Number <sup>4</sup> *Kind Code <sup>5</sup> (if known)				
/T.M./		WO 03/009175 A1	01-30-2003	NICE SYSTEMS		
/T.M./		WO 03/021927 A2	09-05-2002	GOLDENBERG		

Examiner  
Signature

/Thomas Mansfield/

Date Considered

06/18/2008

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. <sup>1</sup> Applicant's unique citation designation number (optional). <sup>2</sup> See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.